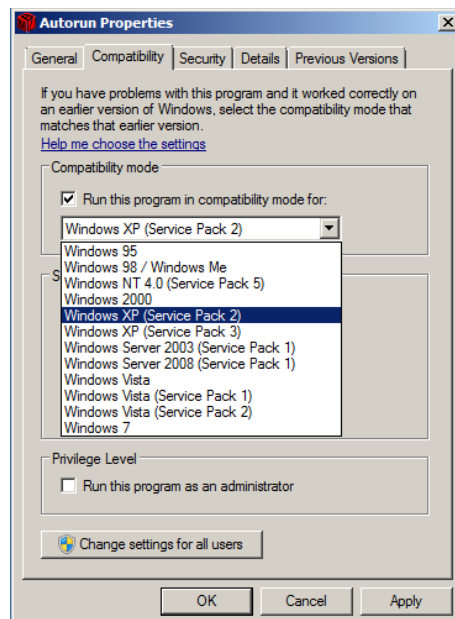


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Please use the following guide first to resolve any issues with your CDs **before you call our office**. In the case that the CDs are either blank or not functional, please contact our office using your purchase receipt within 7 days and we will exchange the CDs for you free of charge.

1. Use the CDs using the **Autorun.exe**
2. In case the CD does not work or you get an error code, **please try the CD in other DVD-drives,** etc... to make sure the issue is or is not the CD.
3. If you are using an **antivirus software**, please either:
 - a. Add the autorun.exe to the list of files that is not known to be a virus.
 - b. Disable your antivirus.
4. Try the following options:
 - a. Use the **Compatibility Tab (See Picture below)**
 - i. Right Click on the autorun.exe, select properties and the compatibility tab, Select **“Run this program in Compatibility”** and select in list of OS’s try each OS one by one and click the apply and OK button.
 - ii. Now try running the autorun.exe again.



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- b. Use **VMWARE Workstation**
 - i. Install VMWARE Workstation on your computer or laptop that is using the **Windows 7 32-bit or 64-bit editions.**
 - ii. Install **Windows XP SP2 inside VMWARE Workstation.**
 - iii. Run **Autorun.exe file.**
 - c. Use a **different internal or an external drive**
5. **NOTE: If you are 100% sure that the issue is the CD, please contact our office and have your CD replaced using your purchase Receipt.**